



NEWS RELEASE

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Department of Printing introduces PRTonline Internet ordering system

OLYMPIA—The Washington State Department of Printing (PRT) announced the release of their latest Internet ordering application, PRTonline, today.

PRTonline replaces Stationery Source, the agency's award-winning Internet portal for ordering business cards and letterhead, and includes a new catalog feature that greatly expands the types of products that may be ordered from the Department of Printing through the Internet. This new feature gives registered users the ability to order custom-printed items such as brochures, promotional items and newsletters with the same online convenience as they previously experienced for business cards and letterhead.

In addition, PRTonline includes enhancements that allow users to:

- View and approve proofs on screen before ordering.
- Save print files for fast re-ordering.
- Manage orders from field offices using integrated review and approval features.
- View order costs before submitting the request.
- Save the shopping cart for future submission.
- Track the status of previous orders.

PRTonline was created in response to growing customer demand for a comprehensive online print ordering system that allows users to create and manage multiple print orders in a single, secure Internet application. The new system provides PRT customers with the power, flexibility and convenience required in today's fast-moving, print-on-demand environment.

In addition to making print purchasing more convenient, PRTonline is expected to reduce costs to PRT customers and taxpayers by streamlining and automating the production process. Customer service staff will also be able to spend more time assisting clients with complex print jobs because orders placed through the online system may be sent directly to front line production staff without additional processing.

Department of Printing Information Technology and Contracting Manager Pam Derkacht said, "Our goal is to help government agencies meet their missions. If we can enhance the ordering and printing of the brochures, literature, business cards and documents our customers need to accomplish their missions, we've done our job. I'm very proud of the work done by our internal team of graphic designers and technology staff, as well as the partnership that was forged with our co-sponsor ESD."

PRTonline was developed as a cooperative effort between the Department of Printing and the WorkSource system of the Employment Security Department (ESD). WorkSource staff collaborated with programmers at Printing to ensure the system included the features ESD needed, while offering the broad usability required by other PRT customers statewide. By working together as partners, the two agencies were able to provide the ideas, funding and staff time necessary to complete the ambitious project within the six-month time frame.

Employment Security Department Marketing Director Rosalund Jenkins and Marketing Coordinator Hilary Young spearheaded the project at ESD, working closely with the WorkSource Marketing Committee to champion the system. “PRTonline gives our field offices a fast, convenient way to order the printed materials we need to serve job seekers effectively,” said Jenkins. “This online system makes it much easier for our staff to obtain support materials and helps us maintain a consistent look and feel in our offices across the state. Ordering online streamlines print purchasing so we can spend more time and resources serving our customers.”

Additional features will be added to PRTonline in the future as the system grows to meet customer demand. A demonstration tour of the system is included in the application, which is located at the Department of Printing Web site at www.prt.wa.gov.